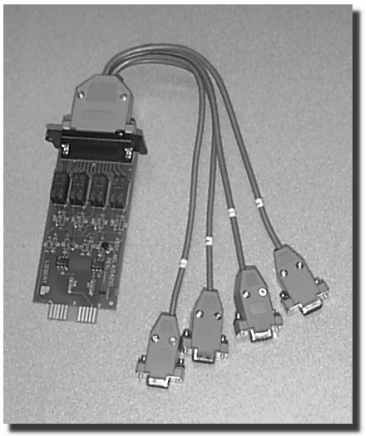
Site Monitoring
For Business-Critical Continuity

Liebert SiteNet® MultiPort 4

User Manual



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1.0 INTRODUCTION

The Liebert SiteNet® MultiPort 4 provides easy-to-install protection for up to five computers connected to a single UPS. The computers can simultaneously monitor the UPS status—for example, utility power failure or low battery.

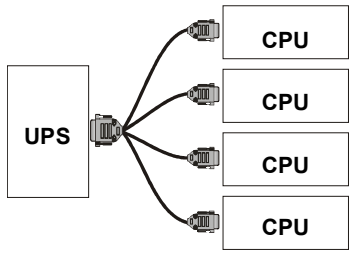
This advanced power-management device is designed to function only in the Liebert Intellislot™ of the following supported UPS units:

- Nfinity™
- Liebert NX™
- PowerSure PSI™
- UPStation GXT™
- UPStation GXT2™

A maximum of five computer systems may be linked—a host computer connected to the factory-installed UPS communications port and up to four client computers connected via MultiPort 4.

When a UTILITY FAIL or LOW BATTERY condition is detected, the MultiPort 4 provides a signal to each connected computer (**Figure 1**).

Figure 1 Computer protection



Liebert MultiLink™ software, installed on each workstation, can interpret the signal and initiate operating system shutdown according to configurations determined by the user.

The specially designed cable assembly included in the package provides four output ports that signal the status of the UPS—for example, utility fail or low battery—to each connected computer.

Each port uses a DB9S connector with the pin configuration shown in **Table 1**. The cable allows the MultiPort 4 card to deliver orderly shutdown commands to connected computers running MultiLink software.

The EIA-232 port on the UPS remains active with the card installed, allowing more sophisticated monitoring with MultiLink software.

Table 1 Pin configuration

Pin	Description
1	Low Battery
2	Not Used
3	Not Used
4	Not Used
5	Not Used
6	Not Used
7	Low Battery Common
8	Utility Fail Common
9	Utility Fail

The inverter shut-off command can be controlled from the computer connected directly to the UPS (via the factory-installed DB9 connector) to conserve battery power after the workstation shutdown.

To ensure the orderly shutdown of client computers, the timer setting to initiate shutdown of all client computers connected to the MultiPort 4 must be LESS THAN the shutdown timer setting of the MultiLink software on the computer connected to the factory-installed port.

Inspecting Shipment on Receipt

Upon accepting shipment, inspect the packaging and product for any damaged or missing parts. If any damage is observed, report it to the shipping company and your local Liebert representative. If components are missing, contact your local Liebert representative for replacement.

Items included with the shipment are:

- SiteNet MultiPort 4 card protected by an anti-static bag
- 4-port cable assembly
- User manual

2.0 INSTALLATION

Make sure you have the following parts and tools before you begin.

Required Parts and Tools

- MultiPort 4 card (provided)
- 4-port cable assembly (provided)
- #2 (medium) Phillips or small flathead screwdriver

Instructions

1. Turning off the UPS prior to installation is suggested, although not required.
2. Locate the Intellislot port on the UPS (see example at right).

   The Intellislot port is on the rear of some units (GXT, Nfinity and PowerSure PSI); on the Liebert NX, the port is inside the front door. Refer to your UPS user manual for port location and orientation.

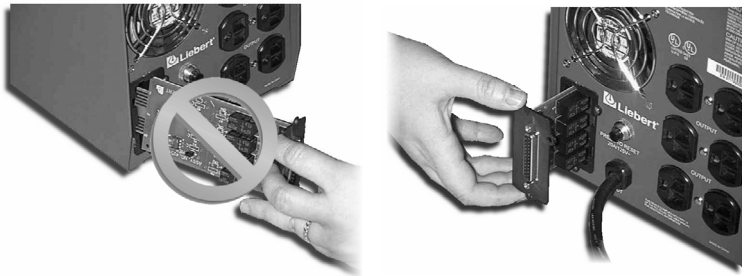
3. Remove the two retaining screws from the Intellislot port cover plate on the UPS. Save the screws for reassembly in **Step 5**.
4. The card and slot are keyed to insert in one position only. Initially, the card should slide in freely as you carefully align screw holes. As you feel it click into place, press firmly to ensure solid seating in the slot.
5. Using the Phillips screwdriver, secure the MultiPort 4 card to the UPS chassis with the two retaining screws removed in **Step 3**. Make sure the screws are snug, not tight, to avoid damage to the device.

6. Connect the molded-cable assembly's DB25P connector to the MultiPort 4 card's DB25S and tighten the retaining screws. Then connect the required output ports to the cable provided with Liebert MultiLink software via DB9 connectors.

Figure 2 Molded output cable assembly connect to DB25S

NOTE: You must use the special molded-cable assembly supplied with your MultiPort 4 card.

Figure 3 Card and slot orientation



7. Refer to your MultiLink user manual for software installation and configuration procedures. UPS status polling failure (i.e., ON BATTERY message is not transmitted when AC failure occurs) may be caused by either software or hardware error. It is highly recommended that you first troubleshoot the software (see the troubleshooting recommendations in the MultiLink user manual).

3.0 TROUBLESHOOTING

Prior to contacting Technical Support, follow these steps to test whether the MultiPort 4 card is functioning properly:

- Plug a DB9 output cable to the factory-installed communication port.
- Allow utility to fail and note whether an ON BATTERY status message is displayed.
  - If a status message does NOT appear, your Liebert technician may suggest more in-depth troubleshooting procedures.
  - If a status message does appear, the MultiPort 4 hardware may be defective and need to be replaced.

4.0 CONTACTING TECHNICAL SUPPORT

Liebert has a team of specially trained technicians waiting to quickly assist you with any installation or troubleshooting problems.

Refer to the back of this manual for technical support phone numbers.

To successfully diagnose your individual problem, our technicians may require the following installation site and system information. Please have it available when you call.

INSTALLATION SITE

Company name:	
Street address:	
City:	
State / Principality:	
ZIP / Postal code:	
Country:	

INSTALLATION SITE CONTACT

Name of contact:	
Phone number:	
Fax number:	
E-mail address:	

COMPUTER SYSTEM & UPS

Operating system (type and version):	
System manufacturer:	
System model number:	
Type of serial port connector:	
Address of the port:	
UPS model name/number:	
Type of port connection (# pins, pin/socket):	
Description of symptoms:	

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Technical Support / Service

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800-222-5877
monitoring@liebert.com
Outside the US: 614-841-6755

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Outside the US: 614-841-6755

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